

Engaging Boston

Dear Community Leader,

The City of Boston is conducting a survey of residents to learn about constituent engagement. We aim to learn about what has been working and what to improve on, both of services provided and how to publicize. This will give us the opportunity to learn to serve constituents better. You can either fill out the survey online at <http://www.surveymoz.com/s3/1913358/Engaging-Boston> (works best with Google Chrome or Firefox), at all library branches and community centers, or you can print the survey to fill out your opinions. If you print the survey, you can scan it to us (Danielle.Fitzgerald@Boston.gov), mail it to Room 816A of City Hall, or drop it off at your local library. This survey will take 5-10 minutes, and results will be tabulated and made available to the public.

Thank you for your participation, and please contact Danielle Valle Fitzgerald at 617-635-5749 or the email address above with any questions.



Demographic Information

1. Are you a Boston resident?

☐ Yes

☐ No

2. What neighborhood do you live in?

☐ Allston

☐ Back Bay

☐ Bay Village

☐ Beacon Hill

☐ Brighton

☐ Charlestown

☐ Chinatown

☐ Dorchester

☐ Downtown

☐ East Boston

☐ Egleston

☐ Fenway/Kenmore

☐ Hyde Park

☐ Jamaica Plain

☐ Mattapan

☐ Mission Hill

☐ North End

☐ Roslindale

☐ Roxbury

☐ South Boston

☐ South End

☐ Waterfront

☐ West End

☐ West Roxbury

☐ Other _____

3. What is your age?

☐ Under 18

☐ 18-24

☐ 25-34

☐ 35-54

☐ 55+

4. Please specify your gender:

5. Please specify your race.

☐ Asian/ Pacific Islander

☐ Black/ African American

☐ Caucasian

☐ Hispanic

☐ Native American/Alaska Native

☐ Other/Multiracial

☐ Decline to Respond

City Services

6. What city services do you utilize?

☐ Animal Control

☐ Assessing

☐ Boston Redevelopment Authority

☐ City Clerk

☐ Elections

☐ Environment

☐ Inspectional Services

☐ Library

☐ Licensing

☐ Parking Clerk

☐ Parks & Recreation

☐ Public Works

☐ Schools

☐ Transportation

☐ Veterans

☐ Zoning

☐ Other _____

7. What do you like about the current city services and what do you wish was easier?

Accessing City Services

8. Have you ever heard of City Hall to Go?

☐ Yes

☐ No

9. Have you used City Hall to Go in the past?

☐ Yes

☐ No

10. How was your experience with City Hall to Go?

1 (Very Good)

2

3

4

5 (Very Bad)

11. Would you recommend this service to your friends and family?

1 (Yes)

2

3

4

5 (No)

12. What can we do to improve your experience with City Hall to Go?

13. Have you ever called the Mayor’s Hotline?

☐ Yes

☐ No

14. Have you ever used the Citizens Connect Smart Phone Application?

☐ Yes

☐ No

15. How often do you visit City Hall?

☐ Once a week

☐ Can’t remember

☐ Once a month

☐ Never

☐ Quarterly

16. How can we improve Boston’s channels of interaction?

Neighborhood Engagement

17. How do you get information about events and resources available in your community?

- ☐ City Website
- ☐ Email Lists
- ☐ Flyer
- ☐ Neighbor
- ☐ News Outlet
- ☐ Next Door
- ☐ Religious Group
- ☐ Social Media
- ☐ Other _____

18. Do you attend neighborhood meetings?

- ☐ Yes
- ☐ No

19. How do you engage with your neighbors? (For example, do you attend neighborhood meetings, participate in events, or chat with neighbors at the dog park?)

20. How can the City of Boston better support neighborhood groups?

21. How can the City of Boston better reach all residents?

22. What can we do to improve your experience with the City of Boston?

Thank you for taking our survey. Your response is very important to us. If you have any further questions please contact Danielle Valle Fitzgerald at 617-635-5749 or Danielle.Fitzgerald@Boston.gov.